

**Families Directorate**

Deputy Chief Executive: Linzi Roberts-Egan

Early Help 11-18, Outset Centre, 2A Grange Road, (Access via Frederic Street), Walthamstow, London E17 8AH

Contact:
Direct Line: 020 8496
Fax:
Our Ref:
Email: @walthamforest.gov.uk
Date:

Supplier Reference

Respondent's Name: Sue Hargreaves	
Suppliers Name (Company, Firm or Agency for Whom Service were Provided):	
Skills and Knowledge For the Future	
Contact Person: Sue Hargreaves	
Telephone Number: 0208 496 1528	
Date of Contact: 19 th August 2016	
1. Briefly describe the services performed by the contractor for your company.	1) Parents with Prospects Project-Level 1 Award in Parenting (14 th June -2 nd August 2012) 9 Weekly Sessions 2-5pm for teenage parents 2) CIEH Level 2 Award in Pediatric First Aid to teenage parents 16 th July-14 th August 2013. 4 weeks one day per week 3) Level 2 CICCYP 24 th September 2013-27 th May 2014 (30 weeks) 12-14.00
2. Overall, did the contractor adhere to the agreed upon schedule?	Yes. Sophia provided a very detailed weekly plan of the course content for all the sessions
3. Did the contractor submit all reports on time?	Yes

<p>4. Were there any contractual issues related to deficiency/cure process? If so, how did the contractor response to fixing the issues? Did the contractor comply within a timely manner?</p>	<p>No</p>
<p>5. On a scale of 1 – 10 with 10 being the highest rating. Please rate the contractor's quality of service performance.</p>	<p>9 The young teenage parents learnt a lot from the courses and it supported them with their lives and future prospects. The service was really sad when she left due to the valuable work that her team delivered</p>